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TITLE: System and method for distributing data collected from call center services

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Customer report server(s) 154 may be connected to the WAN 150. Each customer report server is a server process running on the computer system that is used to collect and store the data that is collected from callers and the call statistics data that is derived from billing detail records (BDRs), which will be described in more detail below. The customer report server(s) 154 compile textual reports from the data for customers 162. As was discussed above, the reports may be accessed by the customers 162 over an intranet and extranet or the Internet by posting the reports on bulletin board services (BBS), or by labeling the customer to receive copies of the files that hold the reports using the file transfer protocol (FTP).